Care Leavers Process

6-4 weeks before 18th birthday Local Authority (LA) Leaving Care Team contact JCP SPOC to inform them that young person is approaching their 18th birthday and will be making an advanced claim

From 28 days before their 18th birthday with support from LA/JCP SPOC care leaver begins to populate their claim **(it is important at this stage not to press submit)**

JCP Care Leaver Single Point Of Contact (SPOC) liaises with LA Leaving Care Team/care leaver and arranges a pre-claim appointment to ensure all evidence is available to prevent payment delay when the claim is submitted

Claimant attends pre-claim appointment, and Care Leaver SPOC follows the Instructions for Advance Claims for Care Leavers ALP, uses primary/secondary or third party details to confirm the claimant's ID. Care Leaver completes informed consent form

Care Leaver SPOC previews the un-submitted claim to ensure that all the relevant information is recorded correctly and advises the claimant if additional info is required. Care Leaver SPOC contacts Service Centre to inform advanced claim has been made

Care Leaver SPOC checks bank details that are recorded to ensure the Advance Payment will be available from day 1 of their claim; checks housing costs details are correct to ensure prompt payment of housing support; offers Advance Payment and makes a decision on Alternative Payment Arrangement (APA) e.g **Managed Payments to Landlord /more frequent payments** and Personal Budgeting Support (PBS)

Care Leaver SPOC arranges the Initial Evidence Interview (IEI) and Claimant Commitment (CC) for the claimant on or as soon as possible after their 18th birthday and reminds the claimant again not to submit their claim until they turn 18

On the day of the claimant's 18th birthday they access the saved claim, check the details are still correct and submit their claim to UCFS **(it is important this is done within 28 days of populating the claim otherwise all information will be lost)**

They attend the pre-booked IEI and CC and discuss support available, Advance payments, APA, PBS etc. Work coach makes sure waiting days and shared accommodation rate aren't applied

Claimant

Local Authority Leaving Care Team

DWP Care Leaver SPOC

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